

ACCESS AND EQUITY POLICY AND PROCEDURE

POLICY

The purpose of this policy and procedure is to clearly define the process in which we and any of our third party provider/s who offer a service/s on behalf of us under the third party arrangement agreement will ensure to follow the principles of access and equity and the rights of all people to be treated in a fair and equitable manner by providing a safe learning and working environment for all students and staff that is free from any type of discrimination or bullying and harassment.

We do not discriminate against any individual on the basis of age, gender, culture or ethnic background, race, religion, colour, disability, sexuality, language skills, literacy or numeracy level, unemployment and or educational background. Everyone is treated equally by all staff and our trainers/assessors assist students where appropriate, especially with those that have physical disabilities, language and literacy needs or any other requirements.

The courses that we deliver at Smartlink cater for all levels of language, literacy and numeracy, and do not discriminate in any way. As we offer training courses to all members of the community, we have established support services to overcome vocational barriers. All our trainers are highly skilled and have extensive experience in vocational education.

RELEVANT STANDARDS/CLAUSES

Standard 1(Clause 1.7)

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET [vocational education and training] accredited courses.

Educational and support services may include, but are not limited to:

- pre-enrolment materials;
- study support and study skills programs;
- language, literacy and numeracy (LLN) programs or referrals to these programs;
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- learning resource centres;
- mediation services or referrals to these services;
- flexible scheduling and delivery of training and assessment;
- counselling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- learning and assessment programs contextualised to the workplace; and
- any other services that the RTO considers necessary to support learners to achieve competency

Standard 4 (Clause 4.1)

Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.

Standard 5 (Clauses 5.1 to 5.4)

Each learner is properly informed and protected.

Standard 6 (Clauses 1.1 to 1.6)

Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

Standard 8 (Clause 8.1 to 8.6)

The RTO cooperates with the VET Regulator and is legally compliant at all times.

PROCEDURE

- All Smartlink Training staff and any third party provider/s you provide a service/s on behalf of Smartlink Training under the third party arrangement agreement and any of their staff will treat all students and staff in a fair and equitable manner and follow all the legislative requirements that apply.
- Smartlink Training provides access to the relevant training and assessment information to all students, staff any third party providers by giving them Smartlink training's relevant RTO policies and procedures and course information through the Smartlink training website and or printed documents.

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- Smartlink training's pre-enrolment information provides details on enrolment and entry requirements, LLN (language, literacy and numeracy) test that is conducted before confirmation of enrolment or prior to the commencement of the training is used to determine that it meets the course requirement that they have enrolled in to complete and is also used to determine whether a student might have any support needs when they undertake their course.
- Smartlink training's pre-enrolment information provides details on learner support services that Smartlink training offers to meet the individual needs of our students and also provides students with information on how they can contact other service providers should they require additional support that is outside the scope of Smartlink training.
- Smartlink training's pre-enrolment information provides details on assessment standards where all assessments conducted will be equitable, culturally and linguistically appropriate and will consider any language, literacy or numeracy issues, any cultural issues, or any other individual needs of each learner which are related to the assessment.
- Smartlink training provides access to the required training and assessment resources and equipment, for all staff, students and third party provider/s as applicable.
- All students and staff have the right to object to discrimination, bullying and harassment in any form by following Smartlink Training's complaints and appeals policy and procedure first in order to raise their concern or complain which will be dealt in a fair, effective, transparent and efficient manner.
- Smartlink Training will ensure to follow all legislative and regulatory requirements and update all the relevant information as a part of continuous improvement process.

LEGISLATION

- The Human Rights Commission Act 1986 (Cth), Human Rights Act 2004 (ACT), where applicable
- The Age Discrimination Act 2004 (Cth)
- The Disability Discrimination Act 1992 (Cth)
- Racial Discrimination Act 1975
- The Sex Discrimination Act 1984 (Cth)
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Fair Work Act 2009
- Copyright Act 1968
- Competition and Consumer Act 2010 (Cth)
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988 (Cth)
- Standards for Registered Training Organisations (RTOs) 2015 (Cth)
- Workplace Health and Safety Act 2012 (Cth)
- Student Identifiers Act 2014 (Cth)

EVIDENCE

- Pre-enrolment information
- Enrolment policy
- Complaints and Appeals policy and procedure
- Complaints Form
- Complaints Register
- Smartlink Website
- Third party documentation